



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

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### Section 100 - Human Resources

Human Resources - 101.00		
S.O.P. # 101.11	EMS Division Open Shift Scheduling	PAGE: 1 OF 3
Effective: 7/01/2001	Authorized: John Filer, Chief	
Revised: 11/25/2019	Authorized: William Stephens, Director	
This SOP was revised and approved through the Department's SOP Committee.		

#### 101.11.01 Purpose

To outline the policies and procedures regarding open shifts.

#### 101.11.02 General

Overtime compensation is governed by the IAFF Local 4658 Collective Bargaining Agreement and the Charles County Government Personnel Policy and Procedures Manual.

#### 101.11.03 Definitions

1. **Approved Time Off:** Time off for a shift that is approved greater than seventy-two (72) hours prior to scheduled start time
2. **Open Shift:** Any operational field assignment that is open and unassigned.
3. **Immediate Open Shifts:** An emergent need for staffing with less than seventy-two (72) hours prior to scheduled start time of the shift
4. **Special Events or Assignments:** Any assignment or task authorized by the Department that is above and beyond the normal operational platoon schedule and for which special qualifications or team membership are not required.
5. **Applicable Personnel:** Appropriately certified employee.

#### 101.11.04 Policy and Procedures

1. Approved time off and open shifts:
  - a. Available float personnel will be assigned to the open shift.
  - b. If no float personnel are available, open shifts will be posted on Snap Schedule 365 (SNAP) at least sixty (60) calendar days prior to the start of the shift or as soon as possible if the shift is within sixty (60) days.
  - c. The shift will be open to applicable employees to bid on for at least a twenty-four (24) hour period.



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- i. The shift will be awarded within seven (7) calendar days unless there are no bids.
    - ii. If no bids are received with less than seventy-two (72) hours remaining prior to the start of the shift, the shift will be opened and filled in accordance with the immediate open shift algorithm.
  - d. Awarding of shift bids algorithm:
    - i. The shift will be awarded to the lowest grade employee. If multiple employees of the same grade level bid, then it will be awarded to the employee with the fewest scheduled hours that pay week, inclusive of both full-time and part-time employees.
    - ii. If there are no bids for the entire shift, it will be filled using the fewest personnel possible.
    - iii. If two or more employees bid on the shift and have the same amount of scheduled hours within the EMS Division for the pay week, the employee who bid first will be awarded the hours.
  - e. When an employee bids on a shift, they will be bidding on the full shift or must specify in the notes section of SNAP which portion they prefer.
  - f. Hours awarded through shift bids must comply with SOP 400.08, *Fitness for Duty*.
  - g. Employees will be notified of the awarded shift through SNAP.
- 2. Immediate Open Shifts:
  - a. If float personnel are available, they will be assigned to open shifts.
  - b. If no float personnel are available, an open shift notification will be sent via SNAP and/or Everbridge to applicable personnel, beginning with the lowest eligible grade.
  - c. The shift will be filled on a first come first served basis. Shifts will be awarded in at least eight (8) hour increments if possible.
  - d. If the shift remains unfilled after *at least fifteen (15) minutes* of the initial SNAP and/or Everbridge notification, then a second notification will be sent to all applicable employees, regardless of grade.
  - e. If unable to fill the shift, available on duty personnel can be assigned to the shift.
  - f. Employees may be held-over in accordance with SOP 401.06, Emergency Hold-Over Policy if shift is not filled.
  - g. Hours awarded for open shifts must comply with SOP 400.08, *Fitness for Duty*.
- 3. Special Events and Assignments should be filled through EMS Scheduling Officer following the above policy and procedures.
- 4. Once an employee has been awarded a shift, they become directly responsible for that shift's coverage should they no longer be able to fulfill the commitment.



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5. If an employee works a shift that is beyond their regularly scheduled work hours, they must complete and submit a Charles County Department of Emergency Services Overtime Authorization Form to accompany their time sheet. This includes time worked for EMS as well as Special Operations and/or collateral duty assignments (TEMS, Hazmat, special events, etc.). Compensation may be delayed for personnel who fail to submit Overtime Authorization Forms with their timesheet.
6. Personnel may not perform shift trades utilizing awarded overtime shifts.